Kelsey Keeter

Operations Assistant

admin@kdv-decisions.com

> *Dedicated operations assistant with experience in improving efficiency and providing exceptional customer support. Skilled in data entry, documentation, and maintaining organizational systems to ensure accurate reporting and seamless operations.*

PROFESSIONAL EXPERIENCE

KDV Decision Analysis LLC, Cary, NC

Operations Assistant (October 2024 – Present)

- Support financial operations by maintaining accurate and timely payroll, contract, and tax records in Excel
- Perform data entry and document review for client projects in Excel, PowerPoint, and Word
- Maintain KDV research library in Zotero bibliographic software

UPS Store, Carrboro, NC

Sales Associate (August 2022 – February 2023)

- Assisted customers with shipping and packaging needs, ensuring accurate service delivery
- Managed point-of-sale transactions and maintained cash register accuracy
- Educated clients on available services, increasing customer satisfaction and retention
- Collaborated with team members to streamline store operations and enhance workflow efficiency
- Trained new associates in store procedures, enhancing overall team performance and service quality
- Achieved monthly sales targets consistently by implementing effective sales strategies and maintaining a high level of product knowledge

Sheetz, Hillsborough, NC

Customer Service Representative (January 2021 – January 2022)

- Boosted customer satisfaction levels through exceptional service, addressing concerns promptly, and providing a welcoming store environment
- Assisted in training new staff members in company policies, product information, and sales techniques
- Developed new client relationships, minimized wait times, managed conflict resolution, and participated in team training and staff meetings to improve the standing of the store

EDUCATION

Bachelor of Arts in Psychology and Bachelor of Arts in Public Policy — University of North Carolina at Chapel Hill

Completed 4 years; GPA: 3.6

CONTINUING EDUCATION CERTIFICATIONS

- Work Smarter with Microsoft PowerPoint, Completed February 2026
- EveryDay Excel Part 1, Completed September 2025

SKILLS

- Positive attitude
- Cashflow planning & management
- Administrative support
- Document control
- Accounting
- Efficiency improvement
- Data entry
- Attention to detail